

Staff Quality Survey

Job Title: _____
Job Site: _____
Year Hired into Current Job: _____

Circle a response to the right of each statement indicating the extent to which you agree or disagree. "SD" indicates that you strongly disagree with the statement. "D" indicates that you disagree. "N/A" indicates that you have no opinion, that you cannot entirely agree or disagree with the statement, or that the statement is not applicable to you. "A" indicates that you agree with the statement. "SA" indicates that you strongly agree.

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|-----|---|----|---|-----|---|----|
| 1. | The management team clearly and effectively communicates a commitment | SD | D | N/A | A | SA |
| 2. | The management team is directly and visibly involved in improving services that are provided to clients. | SD | D | N/A | A | SA |
| 3. | The organization's work environment is characterized by innovation, pride in work, continuous improvement and trust. | SD | D | N/A | A | SA |
| 4. | The management team and all staff members cooperate to provide a superior level of service to clients. | SD | D | N/A | A | SA |
| 5. | The management team is effective in maintaining open communications with all staff members. | SD | D | N/A | A | SA |
| 6. | Management/staff communications are characterized by mutual respect and a shared commitment to excellence. | SD | D | N/A | A | SA |
| 7. | Communications among staff members are characterized by mutual respect and a shared commitment to excellence. | SD | D | N/A | A | SA |
| 8. | Resources (i.e., staffing, time, dollars) are used appropriately to improve the level of service that is provided to clients. | SD | D | N/A | A | SA |
| 9. | The management team demonstrates a strong commitment to ethical conduct. | SD | D | N/A | A | SA |
| 10. | The management team has communicated a strong commitment to cooperating with other components, work units and organizations. | SD | D | N/A | A | SA |

11.	The needs of clients are strongly considered in the way work processes and procedures are designed.	SD	D	N/A	A	SA
12.	Appropriate standards have been established pertaining to all interactions with clients.	SD	D	N/A	A	SA
13.	All staff members are uniformly courteous and responsive in their dealings with clients.	SD	D	N/A	A	SA
14.	Commitments made to clients are always honored.	SD	D	N/A	A	SA
15.	Feedback from clients is effectively used to improve services that are provided by this organization.	SD	D	N/A	A	SA
16.	Client satisfaction with the quality of service provided by the organization has improved over the last year.	SD	D	N/A	A	SA
17.	The performance measurements that are emphasized reflect a balanced approach to operations.	SD	D	N/A	A	SA
18.	The performance measurements that the management team emphasizes reflect key items of concern to clients.	SD	D	N/A	A	SA
19.	Information about the organizations performance is communicated to all staff members in a timely and effective basis.	SD	D	N/A	A	SA
20.	Appropriate performance goals have been established for the Organization.	SD	D	N/A	A	SA
21.	The management team appropriately empowers staff members to take actions to address the needs of clients.	SD	D	N/A	A	SA
22.	The management team effectively involves staff members in decisions pertaining to changes.	SD	D	N/A	A	SA
23.	A team approach is used to address problems and needed changes.	SD	D	N/A	A	SA

24.	Staff members are trained to address the widest possible variety of workloads.	SD	D	N/A	A	SA
25.	An appropriate amount of operational training is provided to all staff members.	SD	D	N/A	A	SA
26.	Training is provided on problem-solving tools, process control techniques and group dynamics.	SD	D	N/A	A	SA
27.	Training is consistently conducted in an effective fashion.	SD	D	N/A	A	SA
28.	Appraisal ratings and awards accurately reflect the quality of service that staff members provide to clients.	SD	D	N/A	A	SA
29.	The management team personally, regularly and visibly recognizes individuals and teams for their contributions.	SD	D	N/A	A	SA
30.	The management team actively addresses employee job satisfaction and career development.	SD	D	N/A	A	SA
31.	The management team effectively addresses health and safety concerns.	SD	D	N/A	A	SA
32.	The management team effectively addresses environmental concerns such as air quality, the design of work stations, furniture needs, equipment needs and the cleanliness with which the facility is maintained.	SD	D	N/A	A	SA
33.	The management team regularly assesses staff morale and shares the results.	SD	D	N/A	A	SA
34.	My morale is very high.	SD	D	N/A	A	SA
35.	The morale of the organization as a whole is very high.	SD	D	N/A	A	SA
36.	The management team will use this survey to improve the workplace.	SD	D	N/A	A	SA
37.	The needs of clients often serve as the basis for changes that are made in	SD	D	N/A	A	SA

work processes and procedures.

38.	Changes in work processes and procedures always meet and often exceed the expectations of clients.	SD	D	N/A	A	SA
39.	All operational workloads are effectively and efficiently monitored and controlled.	SD	D	N/A	A	SA
40.	Quality and accuracy are emphasized as strongly as the speed with which work is done.	SD	D	N/A	A	SA
41.	A full range of analytic tools, including process simplification, waste reduction, and benchmarking, are effectively used to improve work processes and procedures.	SD	D	N/A	A	SA
42.	All administrative workloads are effectively and efficiently controlled.	SD	D	N/A	A	SA
43.	The organization's performance overall has improved in the last year.	SD	D	N/A	A	SA
44.	I am proud of the service that the organization provides to clients.	SD	D	N/A	A	SA
45.	I would not hesitate to refer a relative or friend to this organization.	SD	D	N/A	A	SA
46.	This organization is highly productive.	SD	D	N/A	A	SA
47.	Productivity has improved over the last year.	SD	D	N/A	A	SA